

MANAGEMENT INFORMATION SERVICES

The Management Information Services (MIS) division provides continually improved, efficient, cost-effective technology and telecommunications products, services and information to the County's departments, the constitutional offices and Article V Agencies.

MIS contains four divisions: Applications and Databases, Information and Telecommunications Technologies (ITT), Geographic Information Systems (GIS), and Justice Information Systems (JIS).

Director Pat Curtis has been with the County for more than 15 years, serving as director for the last 11. She holds a bachelor's degree in Computer Science and a master's degree in Public Administration.

Curtis previously served as the Tallahassee-Leon County GIS Coordinator. Her other work experiences have spanned over 20 years in various fields including banking and finance, civil engineering, chemical manufacturing with Dow Chemical, eight years with the Mississippi State Government's GIS program and one year with Miami-Dade County's Information Technology Department, supporting the 911 System.



Pat Curtis

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MAINTAINING EFFICIENT & COST-EFFECTIVE INFORMATION TECHNOLOGY

- Procured, configured and installed 129 wireless netbooks purchased by the Library's Knight Grant for improved public computer access.
- In concert with the Public Information Office and Emergency Management, MIS continues to enhance the County's emergency communications website to provide a single location for emergency communications and updates.
- Continued to support an e-subscription service on the County's website that allows citizens to receive immediate updates to matters of interest to them, as well as receive emergency notices to their email and/or cell phone.
- Implemented a telephone conferencing system for the Emergency Operations Center providing enhanced services and a cost savings.
- Continue to support a redundant emergency communication connection from the EOC to WFSU, allowing continued public radio broadcasts of emergency information following an event.
- Implemented Banner database replication to increase disaster recovery response and provide business continuity.
- Coordinated the County's disbursement of new 800 MHz radios to County divisions during the upgrade of the 800 MHz radio system managed by the City.
- Enhanced the backup system infrastructure to provide for stronger security of data.
- Implemented the self-service module for the Clerk's Office for staff to make changes on personal information and access their personal information from Banner.
- Implemented online benefits enrollment process for the Clerk's Office that greatly eliminated the majority of the paper process.
- Implemented a web-based budget matrix process for users of IT, Facilities, Fleet, and HR services, which eliminated the paper handling of requests.
- Deployed and supported credit card processing on the web for the 2010 Sustainability Summit.
- Developed an integrated case management system with JIS for the new drug testing facility and set up its new technology.
- Implemented the Banner document management solution for Human Resources.
- Supported more than 800,000 visits per month from nearly 300,000 unique visitors, an average of more than 26,000 visits per day.
- Procured, installed, and provided training of SmartBoards
- Installed digital informational displays for visitors to see the court schedule, Courthouse events, weather, and breaking news, as well as see a video of the Board meetings and/or activities.



DID YOU KNOW

MIS won the 2010 International Computerworld Award for its North Florida Pawn Network, a program that was nominated by multinational information technology giant IBM. This award follows several other accolades the program received, including an InfoWorld Award and a National Association of Counties (NACo) Achievement Award.